



Caerdydd
Ddwyieithog



Welsh Language Standards Annual Report 2019-20

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Local authorities in Wales have a statutory duty to comply with regulation Welsh language standards that explain how they as organisations should use the Welsh language in different situations. The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation (No.1) Standards 2015). The standards issued to Cardiff Council are listed in ‘The City of Cardiff Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011’.

A copy of the standards, which is referred to in this report, is available from www.cardiff.gov.uk/bilingualcardiff

1. Introduction

The principal aim of the legislation (standards) is to ensure that the Welsh language is treated no less favourably than the English language, with the emphasis on actively offering and recording language choice rather than the onus being on the individual service user or employee to request information or services in Welsh. Each local authority is required to publish each year an annual report detailing the following information

Complaints
The number of complaints received during that financial year which relating to compliance with the Welsh language standards.
Employees Welsh language skills
The number of employees who have Welsh language skills at the end of the financial year in question.
Welsh Medium Training
<ul style="list-style-type: none"> • The number of members of staff who attended training courses offered in Welsh during the year. • If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version
Posts Advertised
<p>The number of new and vacant posts that were advertised during the year which were categorised as posts where—</p> <ul style="list-style-type: none"> • Welsh language skills were essential, • Welsh language skills needed to be learnt when appointed to the post, • Welsh language skills were desirable, or • Welsh language skills were not necessary.

Each local authority was issued with a compliance notice from the Welsh Language Commissioner, which lists the standards, and the compliance date for each of the standards.

The Welsh Language Standards Annual Report will be agreed and approved by full Council prior to being published on the Council's website in accordance with the statutory requirements of the standards.

The report will be considered in Cabinet on 17th of September 2020 and full Council on 24th of September 2020 after which it will be available to download on the Council's website www.cardiff.gov.uk/bilingualcardiff

2. Achievements

- **37,000** people attended the Tafwyl festival in July 2019 with an estimated **£1,832,485** economic impact for Cardiff. Tafwyl festival is traditionally held in Cardiff Castle and supported by Cardiff Council.
- Bilingual Cardiff translated a record breaking **12,632,732 words** during 2019-20 (**98.6%** of all requests returned to the client by the agreed deadline date). The team translated more words than any previous year; a **10%** increase in the number of words translated compared to 2018/19.
- Cardiff Council's new Street Naming Policy, which ensures parity between Welsh and English street names in the city was approved on **24 October 2019**.
- The Welsh Language Commissioners Assurance Report 2018-19 results for Cardiff Council were especially positive, please see **Section 12** for further details.
- Cardiff's first ever Welsh language recruitment fair, Gyrfa Gymraeg, was held on 2nd March in City Hall with over 200 pupils from the city's three Welsh secondary schools in attendance.
- Dydd Miwsig Cymru (07/02/2020) and Diwrnod Shwmae (15/10/2019) were successfully promoted across the Council.
- The number of staff with Welsh language skills has increased by **48.4%** since 2018-19.
- **955** staff completed Welsh language awareness training in 2019-20, and a total of **914** staff have completed the corporate Welsh Language Awareness online training module to date (31/03/2020).

- The Council advertised **35** posts where Welsh language skills were an essential requirement and a further **93** posts where Welsh was desirable.

3. Cardiff Council's Street Name Policy

Cardiff Council's new Street Naming Policy, which ensures parity between Welsh and English street names in the city, was approved on **24 October 2019**.

Following approval, work has commenced validating current bilingual street names, preparing and standardising a list of additional bilingual street names, and devising new bilingual and Welsh street names.

The first two aspects above are nearing completion. Once approved the information will be added to the Council's official Gazetteer.

As part of the standardisation process, green spaces and parks in the City have received bilingual names in addition to areas of special scientific interest and areas of conservation.

Cardiff's citizens will have access to a resource within the Council's ishare map in which they will be able to hear the street name's pronunciation and view a concise summary of the name's history.

Cardiff Council's Street Naming Policy may be viewed [here](#) or by inputting the web address below:

<https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/transport-policies-plans/Street-naming/Pages/default.aspx>

4. Welsh in Education Strategic Plan 2017-2020

WESP Mission Statement

Every child in our city feels confident in Welsh by 2050 to contribute towards creating a truly bilingual Cardiff where the Welsh language is protected and nurtured for future generations to use and enjoy.

WESP Vision

Cardiff's education system will act as a key driver to ensure that children are able to develop their Welsh skills, and create new speakers, to support Welsh Government's vision of having a million Welsh speakers by 2050.

Whilst the number and percentage of pupils enrolled at entry to Reception in Welsh-medium grew consistently between 2004/05 – 2012/13, numbers fluctuated during the period from 2012/12 to 2016/17 and have fallen since. The percentage of pupils enrolled in 2017/18 represented Cardiff’s highest percentage of pupils enrolled in Welsh-medium Reception classes. The number of pupils enrolled in 2019/20 has reduced slightly while the percentage in Welsh medium education has remained constant (16.6% in 2019/20 compared to 16.9% in 2018/19). As the number of pupils enrolled in Welsh-medium classes directly relates to the pupil population, which may rise or fall, an increase in the percentage is a more appropriate measure of the success in promoting Welsh-medium education.

See table 1 below:

School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)	School Year	Actual Intake (WM)	Actual Intake (WM, EM and Faith)	% Actual Intake (WM)
2004/05	421	3,333	12.6%	2012/13	686	4,221	16.3%
2005/06	455	3,402	13.4%	2013/14	678	4,256	15.9%
2006/07	465	3,257	14.3%	2014/15	706	4,246	16.6%
2007/08	519	3,463	15.0%	2015/16	690	4,335	15.9%
2008/09	555	3,474	16.0%	2016/17	744	4,340	17.1%
2009/10	572	3,683	15.5%	2017/18	707	4,098	17.3%
2010/11	594	3,859	15.4%	2018/19	702	4,125	16.9%
2011/12	651	4,019	16.2%	2019/20	683	4,119	16.6%

Table 1: Numbers and Percentage of pupils admitted to Welsh-medium education from 2004/05 to 2017/18

As of 15 June 2020, 768 pupils have been allocated Reception places at Welsh-medium primary schools for September 2020. This significantly exceeds recent intakes and amounts to 18.7% of the projected total intake.

A reduction in total pupil numbers entering primary education as a consequence of a fall in the birth rate is projected between September 2021 and 2023, which would allow for a greater proportion of the population to enrol in Welsh-medium primary education. The total number of Welsh-medium places available at entry to primary education city-wide could therefore accommodate approximately 22% of the projected pupil population in 2022 and 2023. There is sufficient capacity within the Welsh-medium primary sector to allow for a significant increase in take up.

It is important to recognise that financial resources are limited, so there is a real focus on ensuring effective and efficient use of public funds, and in developing strong partnerships to enable the delivery of improving outcomes from a reducing resource base. Cardiff’s Welsh Education Forum

are key partners in helping to guide and steer the development of Welsh-medium education across the city and are playing a key role in delivering the ambitions within the WESP 2017-2020.

The approved Welsh in Education Plan can be found on the Council's website at:

<https://www.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Education/Pages/default.aspx>

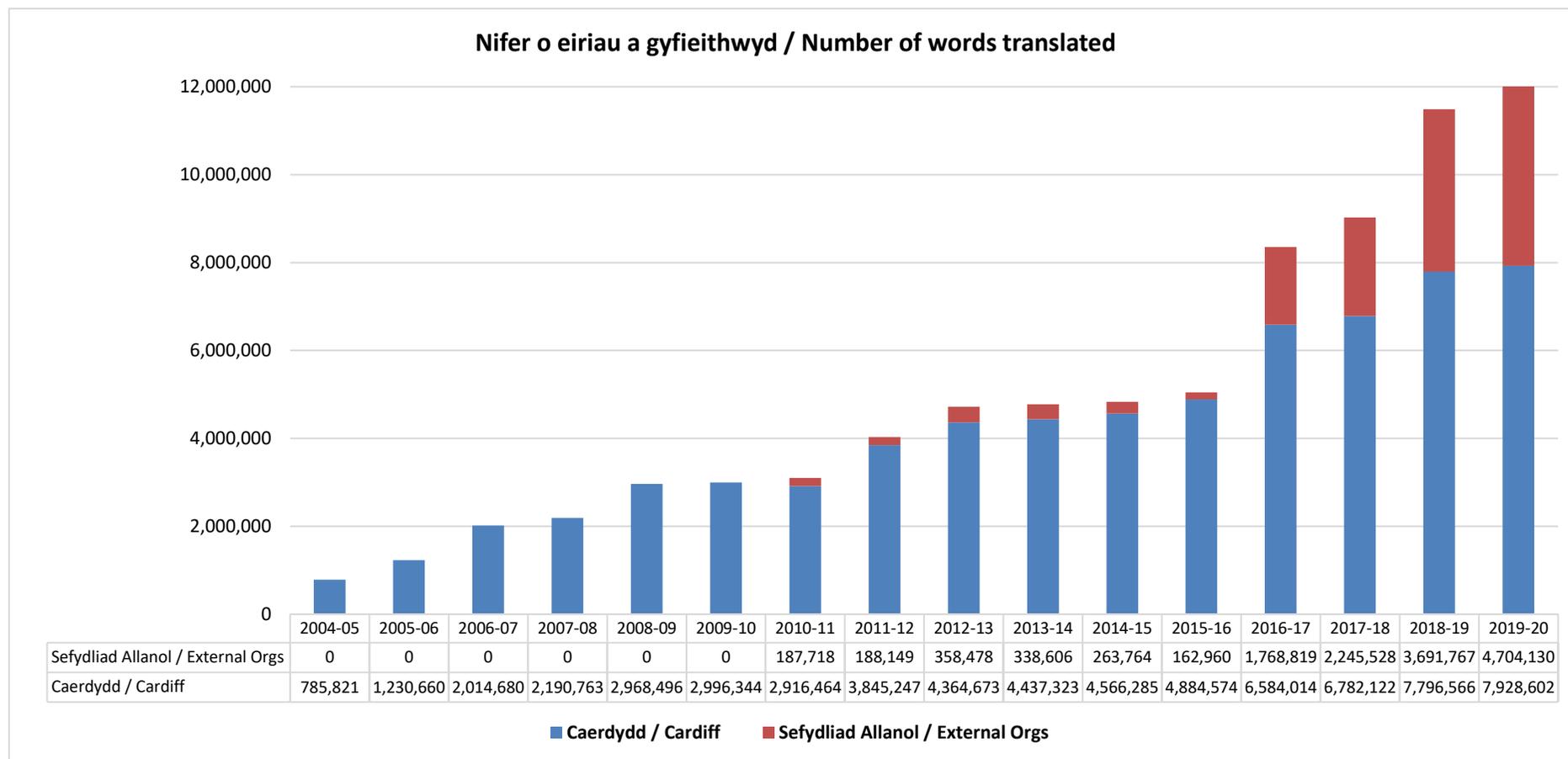
Objectives 2019/20

- The establishment of a catchment area for Ysgol Gynradd Gymraeg Hamadryad;
- Changes to the catchment areas of Ysgol Mynydd Bychan, Ysgol Gymraeg Nant Caerau, Ysgol Gymraeg Pwll Coch and Ysgol Gymraeg Treganna.
- The transfer of the Ysgol Glan Morfa catchment from Ysgol Gyfun Gymraeg Glantaf to Ysgol Gyfun Gymraeg Bro Eder
- Consult and progress to establish a new Welsh medium Primary School to serve the area of the Plas Dŵr Development in Morganstown/Radyr.
- The expansion of Ysgol y Wern – funded by Welsh Government Capital Grant funding.
- Progress proposals to improve *meithrin* provision across Cardiff.
- Develop proposals to improve primary provision in central Cardiff.

5. Welsh Translation

Bilingual Cardiff returned **98.6%** of translation requests by agreed deadlines (**12,632,732 words**). The team translated more words than any previous year and a **10%** increase in the number of words translated compared to 2018-19. As well as providing Welsh translation services to Cardiff Council, Bilingual Cardiff have service level agreements or contracts in place with a number of other public organisations to provide their translation services and solutions.

Number of words translated by Bilingual Cardiff 2004/5 – 2019/20



6. Complaints against the Welsh Language Standards 2019-20

During 2019-20, a total of **13** complaints were received from the public in relation to the Welsh Language Standards. Whether the complaints were received in English or Welsh, they were dealt with in accordance with the corporate complaints procedure.

The Council was also subject to **11** new investigations into the possible failure to comply with standards under section 71 of the Welsh Language Measure (Wales) 2011 by Welsh Language Commissioner.

In 2019-20, the Council received:

- **1** final decision confirming the Council failed to comply with the Welsh language standards. This remains ongoing.
- **1** provisional decision confirming the Council failed to comply with the Welsh language standards. This remains ongoing.
- **1** investigation awaiting provisional decision. This remains ongoing.
- **1** investigation awaiting Terms of Reference. This remains ongoing.
- **1** investigation where the Council has informed the Welsh Language Commissioner that the subject of the investigation did not fall within its areas of responsibility. This remains ongoing.
- **1** investigation where verification has been requested. This remains ongoing.
- **1** final decision confirming the Welsh Language Standards were not breached. This has been closed.
- **4** final decisions confirming that an investigation was unnecessary or invalid. These have been closed

A register of enforcement action is available to view on the [Welsh Language Commissioner's website](#)

The number of new investigations received by the Welsh language commissioner (**11**) is lower than in 2018-19 (**12**).

7. Posts advertised in 2019-20

During 2019-20 **1226** posts were advertised.

- **35** posts were advertised where Welsh language skills were essential.
- **93** posts were advertised where Welsh language skills were desirable.
- **1098** posts were advertised where Welsh language skills were not deemed necessary at present.

Please note that these figures also include re-advertised post, **and relate to non-school posts**

The Council does not currently hold information regarding Welsh language skills that need to be learnt when appointed to posts, as under the Council's Welsh Language Skills Strategy posts are either designated Welsh essential, desirable or not required. There have been occasions where posts have been re-advertised with the requirement for the successful applicants to attend Welsh language training.

8. Welsh Language Training & Welsh Medium training courses

In 2019-20, **158** staff participated in Welsh language training courses, of which:

- **11** staff have completed a 10-hour online 'Welcome Welsh' course and **5** of these have undertaken Welcome Back follow up modules.
- **15** staff attended Welsh courses through Cardiff University.
- **3** staff attended 5-day residential courses through the 'Working Welsh' scheme.
- **110** staff attended internally developed Welsh training including taster and short courses (**40** attended) intensive 120 hour courses (**39** attended) bespoke reception staff training (**39** attended) (some staff attended more than one course).
- **26** staff attended intensive 120 hour courses through the 'Working Welsh' scheme.

In 2019-20, **955** staff completed Welsh language awareness training; of which:

- **25** staff from Adult and Children's services attended face to face Welsh Language Awareness training provided by the Welsh language coordinator for Adult Services.
- **16** corporate apprentices undertook Welsh Language Awareness training as part of the Apprentice Training Week.
- **914** Staff completed the Corporate Welsh language awareness online training.

Furthermore:

- **3441** staff have completed the Welsh language awareness module since its launch in September 2015.

The number and percentage of staff who received Welsh language and Welsh language awareness training is monitored closely and individual records kept on the Council's internal HR System (DigiGOV).

Cardiff Council has been issued with standard 128, which states that we are required to provide training in Welsh for staff in the following areas, if they are provided in English:

- Recruitment and interviewing;
- Performance management;
- Complaints and disciplinary procedures;
- Induction;
- Dealing with the public; and
- Health and safety.

Arrangements are in place to ensure that staff can request to receive their training through the medium of Welsh in accordance with standard 128. In 2019-20 **there were no** requests for training in Welsh and the following courses were delivered in Welsh:

- Violence against Women and Domestic Violence (online module)

- Cyber Security 1, 2 and 3 (online module)
- Children’s Rights (online module)
- Welsh Language Awareness (online module)
- Customer Service (online module)
- Bob’s Business: GDPR (online module)

Cardiff Academy intends to add a specific question on medium of delivery to the registration process in future to ensure that training in Welsh is actively promoted and that staff are aware of their right to receive training within the above areas, in Welsh. Where demand is sufficient, we will ensure that in-house training is delivered in Welsh.

9. Employees Welsh Language Skills

The development of the HR System (DigiGOV) and the opportunity for staff to validate their own personal data, has enabled the Council to record the Welsh language ability (and other languages) of staff. As of 31st March 2020, **6410** (non-school based) staff are employed by Cardiff Council, and of these a total of **3102** staff have validated their entries on the HR system. From these, **776** staff have stated they have a level of Welsh language skills. This represents **25%** of those registered on the system.

Count of Welsh language Proficiency	Welsh language Proficiency					
	Entry Level	Foundation	Intermediate	Advanced	Proficient	Grand Total
ECONOMIC DEVELOPMENT	32	12	14	6	10	74
EDUCATION & LIFELONG LEARNING	37	7	11	8	18	81
GOVERNANCE & LEGAL SERVICES	11	3	5	4	4	27
HOUSING & COMMUNITIES	108	40	21	17	26	212
PERFORMANCE & PARTNERSHIPS	5	4	4	1	16	30
PLANNING TRANSPORT & ENVIRONMENT	37	8	9	4	10	68
RESOURCES	51	24	13	9	21	118
SOCIAL SERVICES	82	32	18	15	19	166

Grand Total	363	130	95	64	124	776
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The number of staff with Welsh language skills has increased by **48.4%** since 2018-19 (**776** compared with **523**). The increase is attributed to improved recording arrangements and awareness raising, the Bilingual Cardiff Strategy (which includes a target to increase the number of staff with Welsh language skills) and Welsh courses provided internally through our in-house Welsh language tutor as well as well as the 'Working Welsh' Scheme). Staff are reminded regularly to update their personal detail records on DIGIGOV, which includes Welsh language proficiency.

10. Mwy na Geiriau / More than just Words

Strategic Framework for Welsh Language in Health, Social Services and Social Care

Cardiff Council – in partnership with Vale of Glamorgan Council, Cardiff and Vale University Health Board, and Felindre University NHS Trust - operates a Welsh Language Forum to take forward the objectives of More than Just Words.

The Forum met twice during the year to share practice and learning. The group is taking forward the following themes under the More than Just Words objectives. The group has collectively taken the associated actions forward during 2019/20.

11. Monitoring & Overseeing Compliance with the Standards

WELSH LANGUAGE COORDINATORS & CHAMPIONS

The Council has a network of Welsh language coordinators and champions across our various Directorates and Service Areas, who support the work of the Bilingual Cardiff team in implementing the Welsh Language Standards and promoting the use of the Welsh language internally. The role of the coordinators network includes:

- Assisting their service area or directorates to comply with the Council's Welsh language policies and legal obligations.
- Providing feedback on issues relating to the Welsh language from the service area to the group, and vice versa if necessary.
- Providing feedback on any complaints or issues regarding the Welsh language from services users to the group.
- Distributing relevant documentation and information within service areas.
- Coordinating their service area's response for the Annual Report on the implementation of the Welsh Language Standards.

Coordinators and Champions do not need to speak Welsh, and each directorate is responsible for nominating at least one Coordinator, and one Champion, at Operational Manager level or above, to represent their directorate.

The Champion acts as a point of contact at a senior management level concerning directorate specific Welsh language issues. They also monitor senior management group agendas for items with Welsh Language Standards implications and support their service area's Welsh Language Coordinator with their work on facilitating the implementation of the Welsh language standards within their directorates. Welsh Language Coordinators meetings are held monthly and chaired by Bilingual Cardiff.

DIRECTORATE DELIVERY PLANS

To monitor compliance with the Welsh language standards, each directorate is required to include an objective/objectives relating to delivering the Welsh language standards within their Directorate Delivery Plans annually to ensure corporate ownership of the requirements of the standards.

SENIOR MANAGEMENT TEAM

Matters relating to the Welsh language standards including information on Welsh Language Commissioner investigations are regularly taken to SMT meetings for information and steer.

BILINGUAL CARDIFF MEMBER GROUP

The Bilingual Cardiff Member Group is a cross-party group established to take a lead role in developing a truly bilingual Cardiff where citizens and Cardiff Council staff can access services and support in either language equally through improved partnership working. During 2019-20 the group met 4 times to discuss Welsh language matters, including the implementation of the Welsh Language Standards and the Bilingual Cardiff Strategy 2017-2022 (Standard 145) as well as a number of external presentations from partners in the Bilingual Cardiff Forum including the Welsh Language Commissioner, the Welsh Government and Canolfan Bedwyr (Bangor University).

CABINET & FULL COUNCIL

Cardiff Council's Welsh Language Standards Annual Report is considered by the Cabinet and full Council to ensure scrutiny at the highest level.

12. Welsh Language Commissioner's Assurance Report 2018-19

In August 2019, the Welsh Language Commissioner published the latest Annual Assurance Report "*Rights in Use*" to show how organisations are performing and what are users' experience. The findings of the Assurance Report were presented to Cardiff Council's Senior Management Team on the 22nd of February 2020.

The intention of the report is to prompt organisations to ensure that their provision guarantees people's right to receive Welsh language services,

and to increase the use of those services.

The Commissioner gathers and analyses quantitative and qualitative data from various sources to the findings.

The sources include:

- **monitoring** – user experience surveys, verifying annual reports and records, and thematic reviews;
- **public engagement** – discussion groups, opinion survey, user shadowing sessions;
- **engagement with organisations** – feedback meetings, workshops, complaints and investigations

A copy of the full report is [available online](#)

National Overview

- Users are less likely to be able to receive more personal, or time-sensitive, services in Welsh.
- Many examples of a Welsh language service being offered or advertised, but not actually available, for example non-Welsh speaking staff wearing the *laith Gwaith* logo, or lack of language continuity between different stages of a service.
- It is encouraging that reception services have improved, but the level of performance remains unacceptable.
- The regression in telephone services is a cause for concern, and this is compounded by discourteous behaviour of staff answering the phone, a Tribunal case where an organisation had misinterpreted a standard relating to phone service, and organisations' concerns about recruiting frontline staff.

(Welsh Language Commissioner)

Main results of Cardiff Council's inspection checks 2018-19

The Welsh Language Commissioner shared Cardiff Council's specific results with officers from Bilingual Cardiff in November 2019. The user experience results for Cardiff Council is extremely positive and reflects nearly full compliance with the standards.

Correspondence

- Three Welsh language e-mails and three English language e-mails sent to the following addresses: c2c@caerdydd.gov.uk between June and December 2018.
- Three Welsh responses to three Welsh e-mails were received.
- Three of the responses to the Welsh e-mails included a statement welcoming correspondence in Welsh.
- Three responses were received to the English e-mails.
- Three of the responses to the English e-mails included a statement welcoming correspondence in Welsh.

Phone calls

- Three phone calls were made to the Council's 02920 872088 number during August and December 2018.
- There were automatic Welsh language options available during all these calls **(100%)**.
- The council managed to deal with all the calls in Welsh in their entirety and managed to provide a full answer in Welsh to the enquiries.

Documents

- Agendas, papers and minutes of the latest management board/cabinet: 3/3 were available *partly* in Welsh.
- Booklet, leaflet, pamphlet or card: 3/3/ available in Welsh.
- Policy/ strategy / annual report / corporate plan: 3/3/ available in Welsh.
- Guideline/ code of practice: 3/3/ available in Welsh.
- Consultation papers: 3/3/ available in Welsh.
- Rules: 1/1/ available in Welsh.
- Press releases: 3/3/ available in Welsh.

- Forms: 3/3/ available in Welsh.

Website

- The council's website proactively offers Welsh.
- The establishment's main homepage is available in Welsh.
- Of the 30 web pages that were subject to the inspection, all of them worked fully in Welsh.

Apps

- Of the 10 pages that were inspected each one worked fully in Welsh.

Social media

- Facebook: 14/15 posts were available in Welsh.
- Twitter: 15/15 tweets were available in Welsh.

Corporate Identity

- Three examples of the council's corporate identity were searched for – each one was available in Welsh.

Jobs

- During the inspection period, 118 new/existing vacancies were inspected.
- Welsh was mentioned in 44 (37%) of the posts.
- Welsh was included as an essential skill for **11** of the posts in question.
- Welsh was included as a desirable skill for **29** of the posts in question.
- All of the posts were advertised in Welsh.

- It was possible to make a Welsh application for all the posts.

13. Promoting & Facilitating the Standards

STAFF GUIDELINES

In order to promote and facilitate the implementation of the standards, the Council has created and updated guidelines for staff. These include:

- A summary of the 'Service Delivery Standards'
- Communicating Bilingually
- Bilingual Reception Service
- Holding Meetings Bilingually
- Welsh Language Calls
- Guidance Note: Bilingual Signage & Official Notices
- Translation Guidelines
- Welsh Language Standards: Quick Wins Guide
- Welsh Language Standards: Guide to Third Parties

These guidelines are available for staff on the Bilingual Cardiff Intranet page and have been regularly promoted to staff through established communication channels including the monthly Core Brief and 'Welsh Matters' newsletters which are distributed to all staff. Regular articles have also appeared on the Council's intranet homepage.

Reception signs (standard 67) and email signature logos (standard 134) are also available to staff on the Bilingual Cardiff intranet page as well as a copy of the full standards, annual reports, and online translation request form.

The web content and translation request form have both been updated to remind staff to include the corporate statements to comply with standards 2, 3 & 7 (Correspondence), 49 (forms) and 50A (documents).

'WELSH MATTERS' BRIEF

The Welsh Matters brief is distributed to staff via the Welsh language coordinators network. The brief contains policy advice on complying with the Welsh language standards, information on Welsh training and other articles relating to the Welsh language agenda.

BILINGUAL CARDIFF: TRANSLATION & POLICY ADVICE

Bilingual Cardiff provides a full Welsh language translation and simultaneous translation service for all Council Directorates.

The team offer guidance and advice to all Council staff, along with organisations, companies and individuals who provide services on behalf of the Council, on issues regarding the Welsh language, translation and the Council's commitment under the statutory Welsh Language Standards.

CORPORATE WELSH LANGUAGE SKILLS STRATEGY

In order to ensure that the Council can meet its statutory duty to provide a complete bilingual service it has a Corporate Welsh Language Skills Strategy (WLSS). This revised strategy was approved by Cabinet in March 2014 and brings together our staffing, training and recruitment procedures in order to ensure that the people of Cardiff have equal access to our services whether they choose to deal with us in English or Welsh.

All team managers are responsible for ensuring that their teams are able to guarantee an equal service to both Welsh and English-speaking customers. The WLSS includes a linguistic assessment tool which managers should complete when recruiting to determine whether posts should have Welsh language skills as an essential criteria ('Welsh essential') when advertised.

Since 2017, the WLSS linguistic assessment tool is now integrated into the DigiGOV recruitment process to comply with standard 136, which requires the Council to assess whether Welsh language skills are required before advertising any vacant post. This allows the Council to accurately report and monitor how many posts are designated Welsh essential or desirable.

In order to guarantee a bilingual service at first point of contact at all times (for teams with regular public contact) this would require:

- a minimum of 10% of staff in larger teams (over 20 members of staff) with the necessary Welsh skills, or
- a minimum of 2 members of staff in smaller teams, in accordance with the WLSS.

If a team which deals regularly with the public cannot guarantee a bilingual service (as defined above), posts will be designated Welsh essential (level 1 [entry] to 5 [proficient]) based on the duties of the posts. All Welsh essential reception posts are designed at a minimum of level 3

'intermediate', and information on how to complete the Welsh language requirement assessment in DigiGOV is available for managers on the HR intranet pages.

All external Welsh Essential posts are routinely advertised on www.lleol.cymru a website specialising in Welsh essential posts for organisations across Wales.

WELSH LANGUAGE TRAINING

Staff are supported to use their Welsh language skills when communicating with the public. Currently staff can choose from over 100 approved courses in Cardiff University or in the community, varying from total beginners to fluent speakers at a time and location that best suits them. As of September 2018, Cardiff Academy have appointed a trainer who is responsible for providing Welsh training to Council staff.

There is a corporate budget for Welsh language training, therefore there is no individual cost to Council staff or their directorates and staff have their hours credited for time attending courses. Priority is given to frontline staff.

Through the 'Working Welsh' scheme, Council staff have attended a number of Welsh courses including a 10-hour online 'Welcome Welsh' course, 5-day residential Welsh courses and new intensive Welsh courses. These courses are all fully funded by the National Centre for Learning Welsh.

WELSH LANGUAGE AWARENESS TRAINING

An online Welsh Language Awareness training module has been developed for Cardiff Council staff, and is available Cardiff Academy Learning Pool site.

The aim of the training is for staff to:

- Understand of the importance of the Welsh language in the delivery of Council services within Wales.
- Understand their own role and responsibilities in delivering Welsh language and bilingual services.
- Assess how they currently deliver Welsh language services and identify areas for improvement.
- Understand and be able to use simple Welsh words and phrases that may be useful when dealing with Welsh speaking service users.

'IAITH GWAITH' LANYARDS & BADGES

Iaith Gwaith lanyards are produced by the Welsh language commissioner for Welsh speaking staff in order to show service users and colleagues that staff speak Welsh. These lanyards along with Welsh learner lanyards are offered to staff when they receive or renew their staff ID cards, or

available at any time from Bilingual Cardiff. Each monthly 'Welsh Matters' brief which is distributed to all staff via their directorate or service area Welsh language coordinator includes a reminder for staff to request the lanyards from Bilingual Cardiff.